



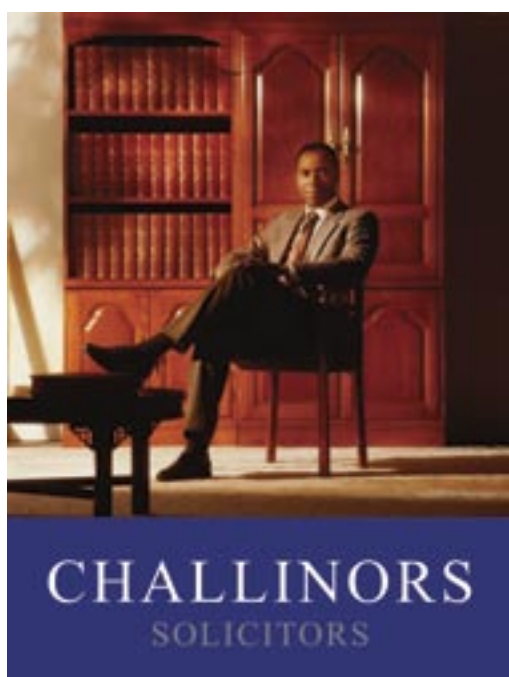
Challinors

A complex and demanding document and email management and retrieval challenge in a large regional law firm has been successfully addressed using Content Finder from Folding Space.

Challinors Solicitors operate in the heart of the West Midlands as a complete legal service for individuals and business. This highly regarded Firm currently has 33 Partners, among a total workforce of some 130 employees, and has a long history of work in the Midlands region.

Given the diverse nature of their legal services, Challinors have complex and exacting document and email management/retrieval requirements, and with documents dating back to the late 1980s have always been aware of the challenges this can create.

The practice was also keen to make the maximum use of the collective and historical experience of their solicitors, and believed that more accurate file retrieval could effectively draw up previous examples of work, which may save time and help to focus on client matters rather than re-creation of original documents.



These requirements were actively addressed when Challinors evaluated and then selected an innovative search and retrieval solution from Birmingham-based Folding Space – a software development business specialising in helping organisations solve the kind of challenges Challinors had encountered.

The Folding Space Solution

Challinors selected Folding Space's **Content Finder** solution, which applies what is known as 'symbiotic indexing'.

This is a full text search & retrieval across networked computers approach based on distributed computing and local indexing to enable very rapid and accurate retrieval of documents based upon any choice of words or phrases.

Content Finder operates without the use of a central server, repository or database, or any file re-formatting or document conversion. Instead it works with the original folders, files, documents, programs, database records and emails.

Importantly, the technology can carry out search and retrieval simultaneously - across a network, irrespective of its size or multi-location - within every data processing device connected to that network – and to/from any such device connected to that network.

Challinors users search by typing in any words, phrases, figures, and dates or similar as a search query into the Content Finder interface.

Then all the relevant folders, files, documents, programs, database records, pages, images and scans with or containing those words and/or phrases are immediately there to access & view from the desktop.

Individual 'finds' typically take milliseconds and rarely take more than one second irrespective of how many servers, PCs and software assets are searched.

Time saving search & retrieval

"In common with many IT-centric organisations, people can spend significant amounts of time searching for a recent or historical document relevant to the task in hand," explained Richard Drew, IT manager at Challinors.

"The practise has always benefited from efficient data management, but there are always improvements to be made – search and retrieval is one of those areas that you would like to address in order to help people get on with what they want and need to do for their clients or the practise."

Content Finder has been rolled out initially into Challinors IT department, who are providing a search and retrieval service for other members of staff, while they also prepare the file infrastructure for general availability.

"The IT department has quickly developed a reputation for being able to perform miracles by directing our colleagues to the precise document they couldn't find with traditional searching.

We're taking this problem out of their working day completely – when the full roll-out happens in the near future, we believe we'll see some very clear benefits in allowing our partners, solicitors and support staff to leave this frustration behind.

The versatility of the technology has also been a great asset in the case of email, because all emails are indexed as they are received, we can search and retrieve across the board, even if an email is accidentally deleted."



Playing an important role in a merger

In 2006, Challinors was involved in a merger with another local practice – Cartwright & Lewis. One of the challenges this presented was to integrate the separate IT systems, and all the data contained within them – key people in each areas of the practise needed to be sure they have full and rapid access to important documents.

Content Finder played an important role is helping to enable document retrieval across the enlarged organisation at a time when it was vital that important files could be found as required.

“It’s not only the search capabilities of Content Finder that came into their own here, explained Richard Drew.

“It was the ease with which we were able to extend the reach of Content Finder’s indexing function to quickly open up the file, document and email structure of the merged practices so that there were no difficulties with document management.

You may expect to see some problems in a situation like this, but we were always confident that we were in a good position to make this part of the merger run very smoothly. What many IT managers may expect to categorise as a potential headache was never a problem.”

“We believe that there is a very favourable comparison between the way we now manage our document retrieval and knowledge management compared to other practices. Better document search and retrieval may be a simple objective in theory, but the majority of firms out there still must work with the frustrations of information management we have resolved,” said Drew.

Folding Space

Folding Space software technology enables users to find, identify, discover, retrieve and manage all the folders, files, programs, documents, emails, images, scans and records across their network. Also, to create, collaborate and route files, documents, records, forms and dynamic data across the network via automated workflows and business processes.

This technology is manifested in a number of complementary software products and applications which can also be treated as software ‘modules’ or ‘aspects’ that can be assembled and customized into new products, applications and niche solutions upon demand.

Folding Space has developed an ‘intelligent software’ technology IPR that is truly unique – **sybiotic indexing** via **distributed computing** allied to a breakthrough in the concept of **intelligent, self aware documents** and **business process automation** (**‘sybiotic intelligence’**).

This world class technology and the resulting products and applications are demonstrably superior to anything comparable providing significant and sustainable competitive edge, both in terms of cost of purchase and cost of ownership.

Folding Space products and applications address various parallel and complementary IT areas:

- o Business process management
- o Document/Records management
- o Document & Email search & retrieval
- o Document & Email Archiving
- o Document de-duplication
- o Document scanning
- o Document workflow management
- o Enterprise-wide intra-mail
- o Forensic document & data discovery
- o Image editing & redaction
- o Intelligent Electronic Forms
- o Metadata management
- o Program asset management
- o Website construction & content management

Products:

- Search & Retrieval
 - **Content Finder**
 - **Desktop Finder**
- Email management
 - **Exchange Finder**
 - **Exchange Archive**
 - **Message & Search Manager**
- Records management
 - **Image Viewer**
 - **Scan Manager**
- Metadata management
 - **Image Tagger**
 - **Document Tagger**
 - **Metadata Manager**
 - **Taxonomy Manager**
 - **Process Manager**
- Document management
 - **Document Workflow Manager**
- Content management
 - **Site Manager**